U.S. PATENT DOCUMENTS

*		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS
	A					
	B					
	C					
	D					
	E					
	F					
	G					
	H					
	I					
	J					
	K					
	L					
	M					

FOREIGN PATENT DOCUMENTS

*		DOCUMENT NO.	DATE	COUNTRY	NAME	CLASS	SUBCLASS
	N						
	O						
	P						
	Q						
	R						
	S						
	T						

NON-PATENT DOCUMENTS

*		DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
x	U	Collins et al., "Automated Asignment and Scheduling of Service Personnel" IEEE Expert, Vol.9, No.2, April 1994, pp. 33-39.	1994
x	V	J.E. Collins and E.M. Sisley, "AI in Field Service: The Dispatch Advisor" in Workshop Notes, AI in Service and Support: Bridging the Gap Between Research and Applications, 11th National Conf. on AI, Wash. DC., Jul. 11-15, 1993, pp. 26-37.	1993
x	W	T. Dean and M. Boddy, "An Analysis of Time-Dependent Planning" in Proc. of the 7th National Conf. of AI" A.A.A.I., 1988, pp.49-54.	1988
x	X	E. Ghalichi and J. Collins, "The Dispatch Advisor-Merging Optimization and AI Technologies to Dispatch Service Technicians," in Proc. Workshop on AI for Customer Service & Support, 8th IEEE Conf. on AI Applications, Monterey, California, March 3, 1992, pp	1992

* A copy of this reference is not being furnished with this Office action.
(See Manual of Patent Examining Procedure, Section 707.05(a).)

U.S. PATENT DOCUMENTS

*		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS
	A					
	B					
	C					
	D					
	E					
	F					
	G					
	H					
	I					
	J					
	K					
	L					
	M					

FOREIGN PATENT DOCUMENTS

*		DOCUMENT NO.	DATE	COUNTRY	NAME	CLASS	SUBCLASS
	N						
	O						
	P						
	Q						
	R						
	S						
	T						

NON-PATENT DOCUMENTS

*		DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
X	U	A. V. Hill, "An Experimental Comparison of Dispatching Rules for Field Service Support", Decision Sciences, Vol.23, No.1, Winter 1992, pp. 235-249.	1992
X	V	P. Prosser, "A Reactive Scheduling Agent" in Proc. of the 11th International Joint Conf. on AI, Detroit, Michigan, Aug. 20-25, 1989, pp. 1004-1009.	1989
X	W	J. Tsitsiklis, "Special Cases of Traveling Salesman and Repairman Problems with Time Windows," Report LIDS-P-1987, Massachusetts Institute of Technology, June 1990, pp. 1-23.	1990
X	X	Hill et al. "SCAT & SPAT: Large-scale computer-based optimization systems for the personnel assignment problem" in Decision Sciences, Vol.14, No. 2, April 1983, pp.207-220.	1983

* A copy of this reference is not being furnished with this Office action.
(See Manual of Patent Examining Procedure, Section 707.05(a).)